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**Performance as at August 2021**

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| **Delivering Maintenance Service** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of homes with a valid gas safety certificate | 100% | 99.9% |  |
| % Tenant satisfaction with repair | 92% | 81.8% |  |
| **Homes with a valid gas safety certificate:**There were four properties where the last gas services was over 12 months old. North Star have been in regular contact with the customers in each property and are working to gain access as soon as possible.**% satisfaction with repair:**90 customers were surveyed with 16 stating they were dissatisfied with their most recent repair. All dissatisfied customers have been contacted to ensure all outstanding issues are fully addressed. |

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| **Managing Empty Homes** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to empty homes  | 1.00% | 0.90% |  |
| Average time to let a property | 23 days | 21 days |  |

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| **Managing Income** |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of £ lost due to rent arrears  | 2.30% | 2.83% |  |
| **% of rent arrears:**As a result of the pandemic, we are seeing more tenants move onto universal credit which is impacting our performance as this is paid monthly in arrears. Our welfare benefits team continues to support our tenants through income and grant maximisation and where appropriate working with other organisations including CAB, Stepchange etc. |

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| **Delivering Customer Service**  |
| **Indicator** | **Target** | **Performance** | **How are we doing** |
| % of calls dealt with on first contact | 90% | 81% |  |
| **Calls dealt with on first contact:**During August we saw the highest level of calls coming into North Star since April with calls taking longer which has impacted our performance. We have introduced a new real time feedback service for our repairs and customer services team. We are seeing a high response rate for these surveys.Any customer who expresses dis-satisfaction is contacted within one working day to resolve any outstanding issues. |